

2011 Annual Outcome Report

Key: Shaded agency/program indicates staff Identified as needs more work on outcomes
Shaded Results/comments indicate no targets established, outcomes not met, or unable to evaluate

Renton Result #1: All children and youth are ready for educational success, work, and life.

Potential City Outcomes	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
1. Reductions in disciplinary issues and school suspensions. 2. Crime rate for juveniles	Communities In Schools of Renton	Family Liaison	1) Parents/Caregivers of students identified at risk of school failure have increased access to community resources to meet their basic needs.	70% of parents/caregivers served by a family liaison report increased access to community resources.	End of year survey based on 40 Developmental assets	Outcome achieved. 95% reported increase.
			2) Students identified at risk of school failure and their families have a stronger connection with the school.	1)70% of students served by a family liaison report they have a better attitude about coming to school and feel a sense of belonging at school. 2)70% of families served by a family liaison report their connection with school increased. .	End of year survey	Outcome achieved. 95% of parents, 96% of students.
	Communities In Schools of Renton	Mentor Program	1) Students identified at risk of school failure feel better about who they are and more positive about their future.	70% of students matched with a Mentor report they feel better about who they are and more positive about their future.	End of year survey	Outcome achieved. 96% of students (mentees) indicated they feel better about who they are; 98% of mentees feel more positive about their future.
			2) Students identified at risk of school failure have a better attitude about coming to school and feel a sense of belonging at school.	70% of students matched with a Mentor report they have a better attitude about coming to school and feel a sense of belonging at school.	End of year survey	Outcome achieved. 95% of students matched report having a better attitude about coming to school, and 97.6% of students matched with a Mentor report feeling a sense of belonging at school.

	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
	Dynamic Family Services	Children with Special needs	Children who have received uninterrupted services for 6 months or more will make substantial progress in the developmental area(s) in which they show delay: Motor, Communication, Cognitive, Social/Emotional or Self Help.	"Substantial progress" is determined by the child receiving either an <i>Achieved</i> or <i>Emerged</i> score on at least 50% of their individual goals as stated on their Individual Family Service Plan (IFSP)	A child entering program receives a full evaluation of his/her level of function in different developmental area(s) using standardized tests. After the evaluation, the IFSP is established. After 6 months of continuous service, the child is re-assessed to determine how much progress has been made toward the established goals.	Outcome achieved. 309 of 338 kids (91%) made a substantial increase in the functional areas in which they have delays.
	Friends of Youth	Healthy Start	Parents/Guardians acquire/strengthen parenting skills.	1) 90% of Parents (any 3 of the following must be met) <ul style="list-style-type: none"> • Gain/increase knowledge of parental role and responsibilities • Gain/increase knowledge of age-appropriate child development, needs and behaviors • Engage in learning activities with their children • Utilize strategies that foster secure attachment and/or nurturing relationships 	Home Visitors record their observations on the Healthy Start Outcomes Observation assessment in Youthforce (on line data base) at 6 month intervals (baseline soon after birth, then at 6,12,18,24, 30 and 36 months.	Outcome achieved. 219 of 232 (94%) made progress in strengthening their parental skills. 72% improved in all 4 indicators.
			Children at risk of abuse/neglect live in a safe, functional home environment.	90% of Parents have no referral for abuse or neglect accepted by Child Protective Services (CPS) during the previous six months.	Home Visitors collect the information and record it on the Healthy Start Outcomes Observation assessment at 6 month intervals.	Outcome achieved. 222 of 232 (96%) had no referral for child abuse or neglect accepted for investigation by CPS.

	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
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	Institute for Family Development	PACT	1) An increase in child well being.	Child well-being includes: Children(s) mental health, children(s) behavior, school performance, relationship with parent(s)/caregiver, relationship with siblings(s), relationship with peers, cooperation/motivation to maintain family.	A movement of point or more toward baseline/strengths indicates success. NCFAS-North Carolina Family Assessment Scale completed at beginning and termination of intervention.	Outcome achieved. 7 of 8 families (87%) improved in this area.
			2) Increase in parenting capabilities.	Parenting capabilities include: Supervision of child(ren), disciplinary practices, provision of developmental/enrichment opportunities, parent(s) Caregiver(s) mental health, parent(s) caregiver(s) physical health, parent(s) caregiver(s) use of drugs/alcohol. Goal 75%	A movement of point or more toward baseline/strengths indicates success. NCFAS-North Carolina Family Assessment Scale completed at beginning and termination of intervention.	Outcome achieved. 7 of 8 families (87%) improved parenting capabilities.
			3) Increase in family interactions.	Interactions include: Bonding with child(ren), expectations of child(ren), mutual support within the family, relationship between parent(s), caregiver(s). Goal 75%	A movement of point or more toward baseline/strengths indicates success NCFAS-North Carolina Family Assessment Scale completed at beginning and termination of intervention.	Outcome not achieved. 62% percent of families improved in family interactions.

	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
	Kinderling Center	Early Childhood Consultation Program	Children with developmental concerns/delays are identified early and connected to the services they need to reach their full potential.	Based on our experience with the program, we expect at least 20% of the children who receive services each year to demonstrate abilities that fall well outside the typical range of development for their age in at least one of six assessed skill areas. All of these children will be directly referred to a specialist.	Results of standardized developmental screening tool inputted into Kinderling's client management database.	2 children (33%) demonstrated abilities that fell just outside the typical range in at least one of the six skill areas. These families were advised to have their child's development screened again within six to twelve months; 3 children (50%) had abilities outside the typical range and families were directly referred to their pediatrician for further evaluation.
	Pediatric Interim Care Center	Interim care for drug-affected infants	Prenatally exposed infants are safely weaned of their drug dependency.	Absence of tremors and other withdrawal symptoms-ability to eat and sleep normally without mediation. 75% within 30 days, 98% within 60 days.	Standard NAS scoring every 3 hours documented in medical record.	3 Renton infants were treated for exposure. Infant #1 at PICC 22 days, able to eat and sleep normally. Infant #2 required narcotic-assisted withdrawal (33 days) for prenatal opiate exposure. Infant #3 is currently making progress toward treatment goals.

	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
	Renton Area Youth & Family Services	Spark THIS (Truth Hope Involvement Success)	All children and youth are ready for educational success, work and life.	1) 75% of youth will achieve one or more academic goals that they identify with the Youth Life coach (e.g., turning in missing assignments, improving class attendance, improving class behavior).	Spark THIS modified version of the Washington state Risk Assessment Tool (administered at reenrollment and at the end of the school year). Client goal records.	69% of students achieved one or more of their academic goals
				2) Barriers to learning/pursuing educational goals are reduced/removed for 75% of enrolled youth.	Same as above.	95% of enrolled youth were able to reduce/remove barriers to learning/pursuing their educational goals. This includes having positive adult support and his/her family members consistently willing to support him/her.

Renton Result #2: Individuals have adequate clothing, food, housing, and healthcare.

Potential City Outcomes	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
1. Percent of families at or below 60% or area median income	Catholic Community Services	Volunteer Chore Services	Chore assistance will help to maintain optimal functioning relative to care recipient's condition.	1) At least 60% of care recipients report they are less fatigued with volunteer assistance. 2) At least 60% of care recipients report they are better able to remain independent with volunteer assistance.	Intake documents, case records, recipient and volunteer surveys are utilized to obtain data.	Outcome met by a "Yes" response to 2 or more of the 4 choices by 60% of participants to survey questions.
2. Percent of households that pay 30% or more of their income for housing costs	Emergency Feeding Program of Seattle & King County	Emergency Feeding Program-Renton	Increase the amount of nutritionally balanced; culturally and medically appropriate food available to residents in Renton.	Signed, dated delivery receipts which show exactly how much food is delivered and immediately available with Distribution Center's name, site number and location.	Case records/signature cards/intake cards.	Can't evaluate based on data provided. Doesn't match proposed outcomes.
3. Percent of adults who reported that in the last 12 months, they needed to see a doctor but could not because of cost.	Feminist Women's Health Center	Reproductive Health care for low-income women	Renton clients will have their reproductive health care needs met at our clinic.	Of those who complete a survey, at least 70% report a positive reaction to, or appreciation for, the care they received.	"how are we doing" survey Client comment cards Special "if you live in Renton" survey	26% response rate. 100% felt that the Renton clinic was able to meet their health care needs and 98% felt their health care on day of visit made a positive difference in their life.
	HealthPoint	Dental	Increase access to oral health services for children in South King County.	70% of pediatric patients complete their oral health treatment plan as designed with their dental provider.	Scheduling data manual collection.	Outcome achieved (86%)
	HealthPoint	Medical	Improved self-management of patients with chronic health conditions.	The % of patients with documented chronic health conditions that set or update a self-management goal.	Health professional reports to Public Health Seattle/King County.	Center for Disease Control goal is 70%. Achieved 72%.

Potential City Outcomes	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
	Renton Kiwanis Clothes Bank	Renton Clothes Bank	In 2011, nearly 6000 individuals were referred to the Clothes Bank and provided with clothing that met their basic needs. Clothing was provided free of charge. As a result, the children and adults who received referrals to our services, were better prepared for educational success in work and life.	In 2011, RKCB served 2636 unduplicated clients from the City of Renton, 649 clients from outside Renton. Our cumulative total of visits where individuals received clothing was 5404 client visits.	Referral forms received through public agencies, schools, churches, clubs and organizations and individual sponsors.	No target established. They reported on a different outcome than one identified previously.
	Senior Services	Community Dining	More than 92% of the participants have adequate food to eat equal to more than 2 meals a day.	Out of 388 participants who answered the question "Do you eat fewer than 2 meals a day?" 358 answered they eat at least 2 meals a day.	Participant information form.	Outcome achieved. 92.3%
	Senior Services	Meals on Wheels	Seniors participating in Meals on Wheels will improve or maintain their overall health.	At least 90% of survey respondents will indicate that since receiving Meals on Wheels their health has either improved or been maintained.	Annual Survey	Outcome achieved. 94%
	Sound Mental Heath	Child and Family Services Southcenter	Increase services to new and current youth and adolescents with mental health and behavioral and/or substance use concerns.	Number of unduplicated clients in Renton City Limits, Direct Service Hours, Advocacy Services Hours	Look at new assessments by zip code data. Number of total direct services given to youth in Renton City limits, # advocacy hrs	Reported on a different outcome than one previously identified. No targets set

Renton Result #3: All individuals become as self-sufficient as possible.

Potential City Outcomes	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
1. Renton residents' per capital income. 2. Percent of population receiving public assistance benefits	Bridge Ministries	Certified Guardianship Services	All of our Renton clients have 100% compliance with care plans for physical, mental and dental health.	Number of case management hours	Time reporting, court reports, case notes, visits include monitoring resident life activity notebooks kept in the homes.	All clients are living in their homes in the community and are as self-sufficient as possible. The compliance with care plans for all types of health is successfully overseen by the guardian.
	Multi-Service Center	Adult Education	Clients acquire/improve English language and/or literacy skills.	1) Increased ability to communicate verbally in English. 2) Increased ability to read in English. 3) Increased ability to write in English.	1)Pre and Post Testing. 2) Student surveys.	No target established. 91% improvement in Reading, 82% in writing, speaking and listening, 62% in Vocabulary.
	Navos Mental Health Solutions	Employment Services	Provide City of Renton residents with resources and skills to strengthen job –readiness.	Participant completes employment assessment with Employment Specialist.	Track completion of assessments, entrance into food service training program, and completion of resume. Collected demographic info as part of assessment.	All three residents completed an employment assessment, resume, attended a DVR orientation, set up appointments for a DVR intake, and completed an initial benefit education with an Employment Specialist. 2 completed DVR intakes, 1 started the job search process and accepted a volunteer position at a community based agency.

Potential City Outcomes	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
	Refugee Women's Alliance	Family Support Program	City of Renton residents have obtained the bilingual/bi-cultural support and services that they are seeking. Some of the residents facing eviction or shut off notices also received financial emergency assistance. In addition, they have access to the intensive case manager, follow up and support from ReWA's Case Manager in solving their barriers.	Clients receiving services and assistance in the areas of housing, financial assistance, employment, utility, immigration, legal and access and referral from bilingual/bi-cultural case manager.	Data collected through assessment of client's needs and completion of ReWA intake form. Case managers also developed client's files that contain report on services provided to clients.	No target established. 100% of clients seeking services in housing obtained low-income housing or were placed on low income housing waiting list. 100% of the residents served were also provided with resources that lead to employment.
	Ukrainian Community Center of WA	Russian/Ukrainian Refugee Assistance Project	1) Increase in individual/family self-sufficiency	1a) Number of clients served	Completed intake and service plan forms.	No target established
				1b) Progress monitoring toward meeting service plan goals.	Complete evaluation form for all case management clients	91% of clients achieved goals in service plan.
			2) Increase in individual/family awareness of community resources	2a) Number of participants at the workshop	Sign-in sheets	One workshop held.
				2b) Pre and Post Questionnaire	Participants self report	No target established, but 100% of attendees gained new information about social, health and employment systems.
	Washington Women's Employment and Education	Reach Plus	Increase the ability of low-income individuals to earn a livable wage and become as self-sufficient as possible.	1)Number of Renton residents increasing job search technical skills 2)Number of Renton residents increasing job specific skills	1)Pre and post assessments 2)Instructor Observation tool tracks progress 3) Pre and post computer assessment administered beginning and end of class.	70% met the required indicators for both one and two indicators. No target established.

Renton Result #4 Residents know about domestic violence and how to keep safe.

Potential City Outcomes	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
Number of domestic violence calls to state and local crisis lines from Renton city residents.	Domestic Abuse Women’s Network	Community Advocacy and Crisis Line Programs	Survivors of domestic violence enhance tools and awareness that support personal safety and/or personal goals.	1) Percentage of clients who indicate they feel safer after having used DAWN’s services.	Clients complete a survey that asks “Because of the services I have received from this program so far, I feel I know more ways to plan for my safety.”	No targets established. 82% reported they felt they knew more ways to plan for their safety.
				2) Percentage of clients who increase their knowledge of community services.	Clients respond to a survey that asks “Because of the services I have received from this program, I feel I know more about community resources”	No target established. 82% reported they knew more about community resources and how to access them.
	Domestic Abuse Women’s Network	Continuum of Housing	Survivors of domestic violence develop and/or enhance tools and awareness that support personal safety and/or personal goals.	1) Clients are able to develop a personal safety plan to address short and long term needs, are able to identify unsafe areas, indentify coping and/or escaping strategies if the abuser becomes violent, and are able to process a reasonable plan to address long term safety needs. . 2) Clients have knowledge of community resources, and are confident in their ability to access them.	Clients respond to a survey “Because of the services I have received, I feel I know more ways to plan for my safety,” and “Because of the services I have received, I know more about comm. Resources”	No targets set. 98% achieved the outcome.
	Agency	Program	Outcome	Indicator	Measurement	Results/Comments

					Method	
	Valley Cities Counseling & Consultation	Promoting Healthy Families Against Domestic Violence	Client will participate in educational support groups that will help in providing a healthy parent and child relationship free from physical, emotional and sexual abuse. Increase parent's and children's awareness of what constitutes abuse. Reduce internalizing and externalizing behaviors that may exhibit as a result of abuse experienced.	Program evaluations will be completed at the end of 12 week course. Participants will complete safety plan to ensure a safe home environment, for parent and child.	Client records are audited with program evaluations, safety plans, and completion certificate.	Unclear results. Response Rate 80%. States these participants are able to identify and define behaviors of D.V. Complete safety planning and additional resources as needed.
	YWCA of South King County	Children's Domestic Violence Program	1)Increased knowledge of options for dealing with domestic violence 2)increased personal safety for survivors and their families	Ability to develop, and understand importance of safety plan, make changes accordingly to safety plan, understand personal strengths, community resources, abuse and its affect, decrease isolation, knowledge of resources.	Collected at exit on an exit form.	No percentages provided. All 12 children completed the program and met the outcomes.

Renton Result #5: All residents are proactive to issues of sexual assault and sexual violence

Potential City Outcomes	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
Number of sexual assault crisis line calls.	King County Sexual Assault Resource Center	Sexual Assault Services	A)Ability of client and/or family to understand and cope with the sexual assault b) Helpfulness of Legal Advocacy	Victims or parents of child victims who receive legal advocacy are asked if they feel supported, if they understand what occurs in the legal process better and if they were offered additional services. Victims/callers who contact our 24 hour resource line are asked whether the services provided were helpful, if they were offered referrals/access to other services and the degree to which the 24 hour availability was helpful.	Legal Advocacy Outcomes are collected two ways: through wrap up questions as the case is coming to a close and through an in-depth questionnaire that is presently in development. We continue to partner with SPU on the legal advocacy surveys. We found that legal advocacy clients were either unwilling to provide an email address or reluctant to answer a fairly lengthy survey at 3 different points. We are now providing small incentives such as \$10 Starbucks or Target gift cards, which is making a great difference. Resource Line: Callers are asked a few questions at end of call.	Percentage not established. 99% of legal advocacy service recipients had a positive outcome and 89% of resource line callers had a positive outcome.

Renton Result #6: All residents are healthy and safe.

See attached Housing Repair Assistance Program Survey

Renton Result #8: End Homelessness in Renton

Potential City Outcomes	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
Annual one-night count of homeless persons.	Catholic Community Services	Emergency Assistance Services	1) Increase individual/family housing stability by providing shelter and preventing eviction.	84% of intakes result in meeting client's need of motel assistance or rental assistance.	Exit Surveys Client Database	84% received rental or shelter assistance. (Note 2 nd quarter report established goal at 90%)
	Catholic Community Services	ARISE Program	Homeless individuals meet their emergency/shelter needs.	Number of bed nights	Daily tracking on program participant ID cards.	No goals established. ARISE exceeded contract goal of 1739 bed nights.
	HealthPoint	Healthcare for the Homeless	Increased access to primary care and preventative health services for homeless families and individuals with South King County communities.	25% of patients experiencing homelessness will receive self-management coaching from a health care provider and document such in their encounter record.	Encounter forms (patient records)	Outcome not achieved. 22% rate.
	Multi-Service Center	Emergency Assistance	1) Residents maintain housing stability	75% of households who receive rent assistance remain housed 6 months after receiving assistance.	Case notes. 6 month follow up is attempted through phone calls and/or letters to households served. If we are unable to connect, we attempt contact with the landlord. Information may also be gathered through the MSC database.	Outcome achieved. (83% of known households/75% of count unknown households) as no longer housed.
			2) By providing emergent basic needs, households increase their ability to perform daily functions and become more self-reliant.	Daily needs are met	Case notes, conversations with users of program.	No goal set. MSC notes all met with a case manager. Families had immediate need ameliorated and informed of other agency and services
	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments

	Multi-Service Center	Emergency & Transitional Housing for Homeless Families	1) Provide families and individuals the ability to secure safe, low cost housing.	Families and individuals move to more stable housing.	Case files reviewed and survey/review form completed by the Family Development Specialist.	No target percentage established. (69% moved to more stable housing including transitional)
			2) Increase in family and individual self-sufficiency	Families and individuals make progress toward their self-identified goals	Case files reviewed and survey/review form completed by the Family Development Specialist.	No target percentage established (100% established goals and 97% progressed toward goals)
	Society of St. Vincent De Paul	Emergency Assistance	50% of families at risk of becoming homeless retain stable housing.	Families are in stable housing 60 days after initial contact/service.	Phone survey follow-up after 60 days.	Outcome achieved. Of known households 63% were in stable housing.
	Valley Cities Counseling and Consultation	Homeless Family Services	Clients will actively participate in their own recovery.	At least 75% of clients who have been seen 3 or more times will have one or more self management goals.	Self management goal checked on HCHN form or VCCC Recovery Plan.	100% of clients set a self management goal.

	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
	Way Back Inn	Transitional Housing	Homeless families successfully transition into permanent or long-term housing.	Families locate permanent or long-term housing.	Program Manager works with families throughout their stay to obtain long-term or permanent housing within 90 days.	No target percentage established. Of the 10 families housed, 4 are still being housed. Of the 6 families that moved out, 4 (67%) were successful move-outs (to longer term transitional housing or permanent housing). One of the two unsuccessful families was evicted due to criminal behavior.
	YWCA	Emergency Shelter Program	Increase Housing Stability	Number or percentage of Renton residents moving to more stable housing.	YWCA Database and YWCA client files.	No target percentage established. Of the 4 households served, 3 moved to more stable housing (Transitional Housing programs) and one is still in the shelter. 100% of families exited to more stable housing.

Renton Result #9: Connect People to Services

Potential City Outcomes	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
	Childcare Resources (CCR)	Child Care Resources and Referral	1) Parents will increase their knowledge of quality child care and how to find it.	Callers report after receiving consultation that they have the information necessary to make decisions about childcare.	Telephone counselors query callers at end of call.	No target established, 99% had sufficient information.
			2) Providers will increase knowledge of how to provide developmentally appropriate care.	Workshop participants will increase their knowledge of a specific subject as a result of attending a CCR workshop.	Workshop participants are asked to complete an evaluation at the end of the workshop.	No target established, 90% increased knowledge.
			3) 55% of clients we serve will find childcare due to CCR's I&R Service.	Callers report that they found child care as a result of CCR's Information & referral (I & R) services.	Survey of parents who receive I&R services	Outcome achieved. 67% found childcare.
	Crisis Clinic	King County 2-1-1 Community Information Line	People have access to community services and activities. Callers' needs were met.	1) 90% of callers receive new information. 2) 90% of callers intend to follow-up with information given them. 3) 90% of callers find the information helpful.	Quarterly survey	Outcomes achieved. 97% of respondents indicated they had received new information, 100% indicated they intended to follow up on the referrals given them, and 99% found the information helpful.

	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
	Crisis Clinic	24-Hour Crisis Line	People experiencing emotional distress/crisis are able to regain and/or maintain stability.	1) Individuals are able to talk about issues 2)73% of Individuals are able to identify ways to alleviate/cope with problems 3)58% of Individuals report that stress is relieved.	1) Number of calls taken Data is collected by manual logging of calls. 2) Caller demonstrates engagement in problem solving and distress relief. Outcomes are founded using a validated survey based on caller's engagement in the call.	Outcome achieved for stress reduction and coping. 74% of callers actively engaged in problem solving behaviors, and 89% of callers agreed or strongly agreed that their distress had been relieved.
	King County Bar Association	Housing Justice Project/Kent	End Homelessness in Renton. The Housing Justice Project's (HJP) mission is homelessness prevention through legal advocacy. HJP doesn't have the resources to track a client's ongoing housing stability beyond the outcome at the clinic; but each client contact is geared toward preventing homelessness. It may mean getting tenants the time they need to organize their belongings and safely relocate. It may also mean negotiation a payment plan, or going to court to stay a writ of restitution when tenants have been deprived of their day in court.	The number of clients HJP serves and the outcomes in those cases are indicators of how HJP helps to prevent homelessness in Renton.	HJP tracks the number of client visits in a daily log and records the number of household served in Legal Server. For each case, HJP records designated close reason as: Counsel & Advice, Brief Services, Negotiated Settlement without Litigation, Negotiated Settlement with Litigation (applies to any case that is filed), Contested Court Decision, and Extensive Service.	No targets established. Of the 118 household served in Renton, 35 received counsel & advice, 12 received brief services, 21 received extensive services, 47 cases were settled, and 3 cases were contested court decisions. Approximately 5% of the households served in Renton in 2011 had a federal subsidy for their housing.

	Agency	Program	Outcome	Indicator	Measurement Method	Results/Comments
	Senior Transportation	Volunteer Transportation	Increased ability of seniors to access medical appointments.	95% of clients report that after using Volunteer Transportation, getting to their medical appointments is easier.	Written Survey	Outcome achieved 95%.
			Increased ability of seniors to maintain their independence.	95% of clients report that using the Volunteer Transportation program helps them to remain independent.	Written Survey	Outcome achieved. Of the 870 client who returned surveys, 843 responded to our question if using the Volunteer Transportation Program helped them remain independent. 96% of respondents indicated that our service did help them maintain their independence.